



Housing Performance Panel

Quarterly Meeting

1 December 2022 – 13:00 to 16:00

Agenda Pack

Housing Performance Panel Agenda

Date: **Thursday, 1 December 2022**

Time: **13:00 – 16:00**

Venue: **Zoom (Virtual Meeting)**

			Page no.
1.	Welcome and Apologies	Chair	1
2.	Quorum	Chair	1
3.	Minutes of previous Meeting – 8 September 2022	Chair	1 – 7
4.	Matters Arising from previous Minutes		8
4.1	Estate Inspections (Item 5.4)	Geoff Clark	8
5.	Standing Items		9
5.1	Mears Group – Review of Quarter 2 Data	Elaine Phillips	9 – 10
5.2	SCDC – Review of Quarter 2 Performance Data	Grace Andrews	11 – 26
5.3	SCDC – Review of Quarter 2 Complaints Data	Grace Andrews	27 – 31
5.4	Estate Inspections	Bronwen Taylor	32 – 38
5.5	Update on Repairs Contract	Eddie Spicer	39 – 41
6.	New Matters		42
6.1	New Repairs Contract – Performance Review Joint Working Group	Eddie Spicer	42 – 43
6.2	New RI Team Leader	Chair	44
7.	Any Other Business (AOB)	All	45
8.	Dates of next meeting	Chair	45
9.	Closing	Chair	45

1. Welcome and Apologies

The Chair will welcome all present and apologies will be noted.

Due to additional family responsibilities, Denise Bach submitted her resignation on 1 November 2022.

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of the Meeting held on 8 September 2022

The minutes of the meeting held on 8 September 2022 are included for approval.

Housing Performance Panel
Minutes of the Quarterly Meeting
held on Wednesday, 8 September 2022
from 13:00 to 16:00 via Zoom

Attendees: Peter Campbell (Head of Housing) – Chair
Cllr John Batchelor
Brian Burton
Denise Bach
Eleni Koutso
Les Rolfe
Patricia Hall
Paul Bowman

By Invitation: Geoff Clark (SCDC – Service Manager – Tenancy and Estates)
Eddie Spicer (SCDC – Service Manager – Housing Assets)
Grace Andrews (SCDC – Data Quality and Improvement Team Leader)
Bronwen Taylor (SCDC – Resident Engagement Officer) – Minute taker

Apologies: Elaine Phillips (Mears)
Jennifer Perry (Resident Involvement Team Leader) – Vice Chair

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 13:01 and especially welcomed Denise Bach and Eleni Koutso, the new members, to the panel. He invited all members and officers to introduce themselves. He advised that Jennifer Perry had taken an ill-health early retirement, adding that the recruitment process would start shortly.

Apologies were received from Elaine Phillips and Jennifer Perry.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 8 June 2022

The Chair referred to the minutes of the meeting held on 8 June 2022.

They were proposed by Eddie Spicer and seconded by Brian Burton as a true reflection of the meeting.

4. Matters Arising from previous Meeting – 8 June 2022

4.1 Quorum (item 2)

Bronwen Taylor circulated the statements of the two new members to the panel on 28 June 2022. She had an introductory meeting with them on 5 August 2022.

4.2 SCDC – Review of Quarter 4 Performance Data (Item 5.2)

The Empty Properties Statistics – November 2021 to October 2022 report was emailed to the panel on 3 August 2022.

5. Standing Items

5.1 Mears Group – Review of Quarter 1

As Elaine Phillips, from Mears, had tendered her apology, Eddie Spicer presented the report included in the pack and advised the following:

- % of response repair jobs completed within their timescales – Routine = 88.09%. This was reflective of leavers, however, 3 operatives had since been recruited.
- % of appointments kept = 94.89%. This was reflective of 1 operative away without leave and the planners unable to contact customer to rebook. It was allocated to another operative who was late.

Geoff Clark asked if the percent of all re-lets completed on time was measured from “date started” or from “the date the keys were received”?

Eddie Spicer said that he believed that this was from the date issued to Mears. He added that this was only Mears performance and not the overall re-let performance.

Paul Bowman asked how “% repairs completed at the first visit” were measured if they were not repaired at the first visit and if they were called back for the same problem in another quarter.

Eddie Spicer advised that it would be recorded as a recall. He added that this would be monitored in the new contract with a recall code.

Eleni Koutso said she did not see the quality of service measured in the KPI and asked how it would be measured, as the quality of the repair was not always obvious immediately after the repair was done.

The Chair explained that we were finishing this contract and starting the new contract in 3 weeks' time and new indicators would be used.

Eddie Spicer said that there were a good number of operational KPIs and benchmarking KPIs within the new contract, plus post inspection KPIs for a certain number of jobs, however, it was not practical or efficient to conduct a post inspection with responsive repairs. He added the quality of the jobs were currently recorded although they did not report on them, however, there would be an increase in the number of quality questions, as well as more personal questions, relating to after a job had been completed, which would be reported on.

Eleni Koutso said that she would raise this question again as she felt that it was very important.

The Chair said that there should not be the need to as there would be a measurement of satisfaction and quality in the new contract.

Eddie Spicer said that the contract was structured as a price per property, therefore it was in Mears own interest to get the quality right and attend as few recalls as possible, as it would cost them money as we were not paying for a second visit.

Paul Bowman said that Mears had reported that they were going to employ more operatives who could “multi-task”.

Eddie Spicer said that there would be more operatives who were able to perform more than one type of task.

5.2 SCDC – Review of Quarter 1 Performance Data

Grace Andrews went through a presentation on the Performance Data for Quarter 1, highlighting the key indicators that had either increased or declined.

Cllr Batchelor asked if B&B and Temporary Accommodation were two different categories.

Grace Andrews said that they could be different as Temporary Accommodation was not just B&B spend and we would use other methods if we could. She added that B&B was a

last resort and that we used our own stock if we could. She said that these figures were purely B&B spend.

Grace Andrews reported that the Average Days to Re-let was higher than the target, however, it had improved from the same quarter last year. She added that the target needed to be reviewed as it was extremely low at 17 days.

Paul Bowman asked what the single cause of the backlog was.

Grace Andrews said that it was difficult to pinpoint, however some contributing factors were Covid-19, Brexit, shortage of staff and supplies, Central Government putting a stop on relets, to name but a few. She added that August would hopefully be better as re-lets had taken longer than we wanted.

The Chair said that tenants aspirations had changed, as some people did not want to move during covid, as well as various different reasons why they did not like the village where a house was allocated.

Geoff Clark said that the KPI would be looked at differently by looking at the full journey from termination to re-let.

Eddie Spicer added that it would also be reflected in the set of KPIs in the new contract in that instead of one KPI for re-lets, it would be broken down into different categories.

Les Rolfe asked if the KPI would differentiate between general needs and sheltered.

Geoff Clark said that he had separated general needs from sheltered in terms of the figures around terminations.

A discussion on shared equity relets was held.

Grace Andrews reported that the Satisfaction with Response Repairs was on a par with our peers.

Cllr Batchelor asked if it had become better in the last quarter to which Grace Andrews replied that it had not.

Cllr Batchelor said that the responses were low.

Eddie Spicer said that there was a minor issue with the contact details and that we were looking at other ways of communicating with tenants. He added that 20% was a reasonable response rate and was not too bad.

Grace Andrews reported that we were performing better than our peers in respect of our Rent Arrears.

Grace Andrews said that we always did well in respect of the Proportion of Homes with valid Gas Safety Certificates. She added that in July 2022 we could not access to properties due to covid.

5.3 SCDC – Review of Quarter 1 Complaints Data

Grace Andrews went through the Complaints and Compliments Data for Quarter 1. She referred to the “Formal complaints received in month per 1,000 units” graph and said that we had measured in the middle of the graph.

Paul Bowman asked if they were the only complaints received by SCDC.

Grace Andrews said that they were, however, we were having regular meetings with Mears to discuss a system to follow the complaints that were logged with them.

A discussion on changing the process of logging all calls with Mears was held.

Grace Andrews said that they would follow the same code from the Ombudsman.

A discussion on the definition of complaint was held.

Peter Campbell said that this was a conversation that was needed outside of this meeting and reported back at a future meeting.

5.4 Estate Inspections

Bronwen Taylor referred to the Estate Inspection Summaries for May, June and July 2022 for noting.

Paul Bowman said that the items raised at the inspection were only recorded properly on the EI Records and Actions worksheet by one HSO.

Bronwen Taylor said that she would set up a meeting with Geoff Clark and the tenant volunteers to discuss this issue.

Action by: Bronwen Taylor

5.5 Update on Repairs Contract

Eddie Spicer referred to the updated report and communication letters included in the pack, and said they had been sent to residents, members and staff. He added that Jade Slater, from Mears, was arranging “pop-up” sessions to be held during the week of

26 September 2022 at local village halls, within the 3 primary areas, to provide tenants with more information on the new contract.

5.6 Update on Tenant Satisfaction Survey Project (STAR)

The Chair advised that the Tenant Satisfaction Survey results had been published on our website and presentations on the results were given by M.E.L Research to officers and tenant volunteers at the end of July 2022. He said that a draft Improvement Plan had been developed by Julie Fletcher.

Bronwen Taylor added that the HEB and HPP had met on 24 August 2022 to discuss the draft Improvement Plan.

6. New Matters

6.1 Tpas National Tenant Conference Feedback Reports

The Chair advised that the Tpas National Tenant Conference held at the beginning of July 2022 was attended by Paul Bowman, Margaret Wilson (HEB) and Jim Watson (HEB). He added that Feedback Reports from the tenant volunteers, which would be discussed at the next HEB meeting, were included in the pack for noting.

Paul Bowman said that they got a good feel as to where all councils were and that SCDC was ahead of the curve. He added that some councils were where we were 3 years ago.

7. Any Other Business (AOB)

None.

8. Meeting Dates

The Chair referred to the meeting dates as follows:

- 1 December 2022
- 2 March 2023

9. Closing

There being no further business to discuss, the meeting ended at 14:32.

4. Matters Arising from previous Minutes

4.1 Estate Inspections (Item 5.4)

Action: Bronwen Taylor to set up a meeting with Geoff Clark and the tenant volunteers to discuss the issue of properly recording issues on the Records and Actions worksheet.

Report back: Geoff Clark met with the tenant volunteers on 29 November 2022.

Geoff Clark to report.

5. Standing Items

5.1 Mears Group – Review of Quarter 2 Data

Elaine Phillips to report.

Mears April 22 - September 22

Key Performance Indicators (KPIs)	Target	Q1	Q2	Comments &
	2022/23	Apr - Jun	Jul - Sep	
% of responsive repair jobs completed within their timescales - Emergency	98%	958/965 99.27%	870/881 98.75%	
% of responsive repair jobs completed within their timescales – Routine	95%	1080/1226 88.09%	1327/1557 85.23%	reflective of drive in WIP and extensive roofing and plastering works
% of appointments kept	95%	1800/1897 94.89%	2066/2169 95.25%	
% repairs completed at the first visit	85%	1766/1869 94.49%	2111/2267 93.12%	
Average number of days to complete a responsive repair	12	12.67	17.1	reflective of drive in WIP and extensive roofing and plastering works
% all re-lets completed on time	95%	71/75 94.67	65/68 95.59%	



5.2 SCDC – Review of Quarter 2 Performance Data

Grace Andrews to report.

Affordable Homes Performance April to September 2022 / 2023

Trend against target: **Red** = outside target; **Green** = within target

Trend on previous quarter: Improved; Declined; Maintained

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Key Performance Indicators (KPIs)	Targets	Q1 Performance April – June	Q2 Performance July – September	Trend	Comments and Benchmarking where available
New – Number of households with family commitments who have been accommodated in B&B for longer than 6 weeks Cumulative	Target = 0 Intervention = 1	0	0	Maintained	-
AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed Year to date	Target = 50% Intervention = 45%	57.9%	47.4%	Declined	See Appendix 1
SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly	Target = 70.00 Intervention = 65.00	77.65 (EPC rating C)	77.65 (EPC rating C)	Maintained	-
AH211 – Average days to re-let Housing stock Monthly	Target = 17 days or less Intervention = 25 days	April – 28 days May – 34 days June – 33 days (average for the quarter – 32 days)	July – 22 days August – 29 days September – 26 days (average for the quarter – 26 days)	Improved	See Appendix 1

Affordable Homes Performance April to September 2022 / 2023

Key Performance Indicators (KPIs)	Targets	Q1 Performance April – June	Q2 Performance July – September	Trend	Comments and Benchmarking where available
Numbers of re-lets Housing stock (Linked to PI above AH211) Quarterly	N / A	April – 13 May – 11 June – 8 (average for the quarter – 11)	July – 13 August – 6 September – 8 (average for the quarter – 9)	-	-
AH204 – % satisfaction with responsive repairs Quarterly	Target = 97% or above Intervention = 92%	April – 91% May – 92% June – 96% (average for the quarter – 93%)	July – 93% August – 89% September – 92% (average for the quarter – 91%)	Declined	See Appendix 1
SH332 – % Emergency repairs attended within 24 hours Monthly	Target = 98% or above Intervention = 95%	April – 100% May – 99.15% June – 98.6% (average for the quarter – 99.25%)	July – 99.26% August – 98.61% September – 98.46% (average for the quarter – 98.7%)	Declined	-
AH224 – Number of new build council house completions Year to date	74 at year end	15	32	-	-

Affordable Homes Performance April to September 2022 / 2023

Trend against target: **Red** = outside target; **Green** = within target

Trend on previous quarter: Improved; Declined; Maintained

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Local Performance Indicators (LPIs)	Targets	Q1 Performance April – June	Q2 Performance July – September	Trend	Comments & Benchmarking where available
AH216 – Number of households assisted through Shire Homes Lettings Cumulative Quarterly	40	4 Self-contained 1 HMO = 5	8 Self-contained 2 HMO = 10	-	-
SH336 – Uncompliant gas installations Monthly	100%	April – 100% May – 100% June – 100%	July – 99.94% August – 100% September – 100%	Maintained	-
SH352 – % traveller pitch fee collected Monthly	Target = 90% or above Intervention = 80%	April – 82.6% May – 81.8% June – 86.5% (average for the quarter – 83.63%)	July – 96% August – 82.7% September – 86.5% (average for the quarter – 88.4%)	Maintained	-
SH363 – % vacant but available to let Quarterly	Target = 0.5% Intervention = 0.75%	0.97%	1.00%	Declined	See Appendix 2
Number of vacant but available to let (linked to PI above SH363) Quarterly	-	52	54	-	-
SH364 – % vacant but unavailable Annual	Target = 0.5% Intervention = 1.00%	-	-	-	-

Affordable Homes Performance April to September 2022 / 2023

Local Performance Indicators (LPis)	Targets	Q1 Performance April – June	Q2 Performance July – September	Trend	Comments & Benchmarking where available
Number of vacant but unavailable (Linked to above PI SH364) Annual	-	-	-	-	-
SH368 – % rent arrears Quarterly	Target = 2.00% Intervention = 2.5%	1.96%	2.17%	Declined	-
SH369 – % rent loss from empty houses Quarterly	Target = 4.00% Intervention = 5.00%	1.77%	1.67%	Improved	-
£ spent on rent loss from empty houses (Linked to PI above SH369) Cumulative Quarterly	Estimated Annual Debit £ to be confirmed	£140,291	£265,878	-	-
SH376 – % tenants satisfied with the re-let service Cumulative Quarterly	Target = 85% Intervention = 80%	100%	95%	Declined	-
SH374 – % non-decent council homes Quarterly	Target = 5.00% Intervention = 8.00%	4.87%	4.80%	Improved	-
SH344 – % Customer satisfaction with the condition of new home Cumulative Quarterly	Target = 85% Intervention = 80%	100%	82%	Declined	-
SH327 – % of repair appointments kept Monthly	Target = 95% Intervention = 90%	April – 94.47% May – 94.74% June – 95.52% (average for the quarter – 94.91%)	July – 95.71% August – 96.4% September – 93.81 (average for the quarter – 95%)	Declined	-

Affordable Homes Performance April to September 2022 / 2023

Local Performance Indicators (LPIs)	Targets	Q1 Performance April – June	Q2 Performance July – September	Trend	Comments & Benchmarking where available
SH330 – % routine repairs within target timescales Monthly	Target = 95% Intervention = 90%	April – 87.98% May – 86.75% June – 89.73% (average for the quarter – 88.15%)	July – 78.24% August – 84.27% September – 90.78% (average for the quarter – 84.43%)	Improved	-
HS3 Number of parishes exploring the potential for delivering affordable housing on exception site Quarterly	Target = 10 Intervention = 6	See comment	See comment	-	See Appendix 2

Affordable Homes Performance April to September 2022 / 2023

Housing Options & Advice; Housing Management & Property Services; Housing Strategy Services; Housing New Build Developments

Management Info	Frequency	Q1 2022 / 2023 April – June	Q2 2022 / 2023 July – September	Comment
AH212 – £s Spend on B&B Cumulative	Monthly	April – £8,969 (HB £5,240) May – £21,133 (HB £12,357) June – £45,980 (HB £13,380)	July – £76,973 (HB £17,973) August – £111,000 (HB £21,373) September – £123,774 (HB £22,096)	-
	Actual spend per quarter	= £32,600	= £101,678	
AH210 – Total number of presentations including advice only cases	Quarterly	307	377	-
AH213 – Number of Homeless applications	Quarterly	115	95	-
AH208 – Number of Homeless preventions	Quarterly	55	54	-
AH214 – Number of Homeless acceptances	Quarterly	22	27	-
AH203 – Numbers in temporary accommodation	Quarterly	65	50	-
AH219 – Number of properties within Shire Homes – Cumulative	Quarterly	2 Self-contained 0 HMO = 2	3 Self-contained 0 HMO = 3	-
AH217 – Number of cases where Universal Credit is a factor	Quarterly	0	2	-

Affordable Homes Performance April to September 2022 / 2023

Management Info	Frequency	Q1 2022 / 2023 April – June	Q2 2022 / 2023 July – September	Comment
AH218 – Numbers on the housing register	Quarterly	1,816	1,858	-
AH220 – Number of lettings to Band A	Quarterly	53	63	-
AH221 – Number of lettings to Band B	Quarterly	55	70	-
AH223 – Number of HRA properties that have been empty for over 4 months	Quarterly	6	11	-
HS1 Number of homes granted planning permission for essential local workers	Quarterly	0	0	-
HS4 Number of new affordable homes on rural exception sites given planning permission each year	Quarterly	22	34	See Appendix 3
HS5 Number of new affordable homes built on rural exception sites each year	Quarterly	0	0	-
HS6 Percentage of planning consultations responded to within 21 days	Quarterly	86%	90%	See Appendix 3

Affordable Homes Performance April to September 2022 / 2023

Management Info	Frequency	Q1 2022 / 2023 April – June	Q2 2022 / 2023 July – September	Comment
HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs and Adaptation Grants Year to date	Quarterly	See comment	See comment	See Appendix 3
HS8 Number of tenant hours volunteered for tenancy engagement	Quarterly	See comment	See comment	See Appendix 3
HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement	Annually	See comment	See comment	See Appendix 3
HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)	Quarterly	See comment	See comment	See Appendix 3
AH225 – Number of new build council houses currently started on site Year to date	Quarterly	62	74	-

Affordable Homes Performance April to September 2022 / 2023

Appendix 1

Comments & Benchmarking where available

AH215 – % Successful Homeless preventions as a proportion of all homelessness cases closed (year to date)

The drop in performance this quarter is likely to be attributed to the impact of the cost of living for families and finding suitably affordable privately rented accommodation. In addition, there were some staff absences during this quarter, which will impact on the assessments and successful outcomes being reported during the period.

SH375 – Average SAP (EPC) rating of self-contained general needs dwellings Quarterly

EPC scores are divided into bands as follows:

- EPC rating A = 92 – 100 SAP points (most efficient)
- EPC rating B = 81 – 91 SAP points
- EPC rating C = 69 – 80 SAP points
- EPC rating D = 55 – 68 SAP points
- EPC rating E = 39 – 54 SAP points
- EPC rating F = 21 – 38 SAP points
- EPC rating G = 1 – 20 SAP points (least efficient)

AH211 – Average days to re-let Housing stock – Monthly

Q2 – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting

Numbers of re-lets Housing stock Quarterly (Linked to PI above AH211)

Added due to feedback received from the Housing Performance Panel

Affordable Homes Performance April to September 2022 / 2023

AH204 – % satisfaction with responsive repairs – Quarterly

Month	Sent	Received	Response rate	Overall Satisfaction Score 7 – 10
July	692	108	18%	93%
August	694	131	21%	89%
September	607	100	19%	92%

Affordable Homes Performance April to September 2022 / 2023

Appendix 2

Comments

SH363 – % vacant but available to let Quarterly

Q2 – Increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting
– (as it is not a safety issue, it is not technically a Major work to be recorded under vacant but not available)

Number of vacant but available to let Quarterly (linked to PI above SH363)

Added due to feedback received from the Housing Performance Panel

£ spent on rent loss from empty houses (cumulative) (Linked to PI above SH369)

Added due to feedback received from the Housing Performance Panel

SH376 – % tenants satisfied with the re-let service (year to date) Quarterly

Q1 – total of 6 completed surveys of which 6 were very or fairly satisfied

Q2 – total of 22 completed surveys of which 21 were very or fairly satisfied

SH344 – % Customer satisfaction with the condition of new home (year to date) Quarterly

Q1 – total of 6 completed surveys of which 6 were good or satisfied

Q2 – total of 22 completed surveys of which 18 were very or fairly satisfied

SH327 % of repair appointments kept Monthly

Q2 – Mears – housekeeping by subcontractors

SH330 % routine repairs within target timescales – Monthly

Q2 – Mears – completion of aged WIP from roofing and plastering

Affordable Homes Performance April to September 2022 / 2023

HS3 Number of parishes exploring the potential for delivering affordable housing on exception site

Q1

- Actively working with Parish / RP = Ten villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Fowlmere, Haslingfield, Histon and Impington, Orwell Great Shelford, Stapleford)
- Undertaking Housing Needs Survey – Three villages (Bassingbourn, Cottenham and Histon, and Impington, Haslingfield, Guilden Morden)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 2 villages (Cottenham and Great Eversden)
- Received Planning Permission in Q4 = 2 villages (Fen Drayton and Newton)

Q2

- Actively working with Parish / RP = Nine villages (Bassingbourn, Cottenham, Eltisley, Fen Drayton, Histon and Impington, Girton, Haslingfield, Newton and Orwell)
- Undertaking Housing Needs Survey – Six villages (Bassingbourn, Cottenham, Histon and Impington, Girton, Haslingfield and Meldreth,)
- At Pre-App Stage = 0
- Awaiting Planning Decision = 0
- Received Planning Permission in Q2 = 1 (Cottenham)

Affordable Homes Performance April to September 2022 / 2023

Appendix 3

Comments

AH223 – Number of HRA properties that have been empty for over 4 months

Q1 – Seen reduction to a single figure of 6, which has not been the case since December 2019, last year was 33

Q2 – Slight increase due to some properties having issues with electric meters which need to be resolved by a specialist contractor before re-letting

HS4 Number of new affordable homes on rural exception sites given planning permission

Q1 – 22 (Cootes Lane, Fen Drayton – 14 no.) and (Land adjacent to 28 Harston Rd, Newton – 8 no.)

Q2 – 34 homes (Land at rear of 38 Histon Road, Cottenham)

HS6 Percentage of planning consultations responded to within 21 days

Q1 – 86% (Three applications went over target 1 x 1 day, 1 x 1 x 6 days and 1 x 7days). Average time to respond = 18 days against a general target of 21 days.

Q2 – 90% Average time taken – 16 days

HS7 Number of households supported to improve the energy efficiency of their home through Housing Repairs & Adaptation Grants (Cumulatively)

Q1

Boilers and heating:

2 completed

5 approved not completed

1 pipeline

Affordable Homes Performance April to September 2022 / 2023

Windows and doors:

0 completed

2 approved not completed

1 pipeline

Q2

Boilers and heating:

4 completed

5 approved not completed

3 pipeline

Windows and doors:

2 completed

1 approved not completed

3 pipeline

HS8 – Number of tenant hours volunteered for tenancy engagement

Below are new ways we are measuring tenancy engagement:

Engagement via email & social media	Q1	Q2
Tenant email contact – successfully sent (out of approximately 7,500 tenants)	7,018	7,436
Online version of newsletter	'Viewed' = 727 'Deep read' = 194	'Viewed' = 941 'Deep read' = 219
Face book – total engagement (someone who has clicked read more, followed a link, shared, or reacted to a post)	618	715

Affordable Homes Performance April to September 2022 / 2023

Other engagement	Q1	Q2
Volunteer hours	72 hours 15 minutes	152 hours 30 minutes
Meetings held	7	7
Estate visits completed	6	5

HS9 Number of services changed, implemented, or withdrawn during the year as a result of resident involvement

Tenant volunteer's involvement on the following

- New Repairs contract
- Tenancy Policy
- Small Land Sales HRA Policy
- Estate Inspection Policy
- Tenant Satisfaction Survey

HS10 Number of residents / service users involved in formal / informal consultation groups (including digital)

We have been working with a group of tenants to make changes that will give tenants a voice in their housing service. Together we developed a new framework – a new way of working. Which replace the existing Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums.

There are 6 core tenants who attend the Housing Performance Panel (HPP) meetings and volunteer on groups, and there are 5 Housing Engagement Board (HEB) members who also volunteer on the groups. The same tenants do not all volunteer on the same group, but some may volunteer on more than one group.

5.3 SCDC – Review of Quarter 2 Complaints Data

Grace Andrews to report.

Affordable Homes Complaints Performance

Quarter 2

July – September

2022 / 2023

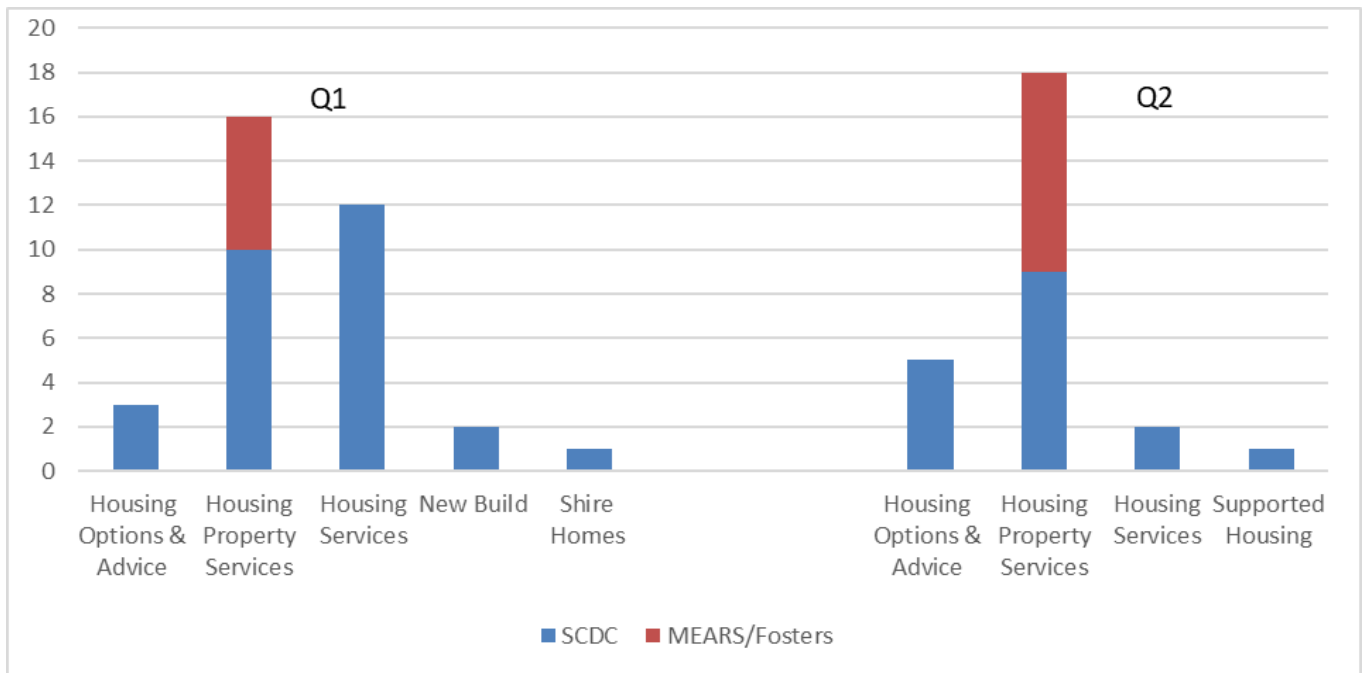
Looking back at Previous Years

Financial Year	Total Number of stage 1 complaints	Total Number of stage 2 complaints	Total Number of stage 3 complaints	Total number of properties end of year General Needs and Housing for older people (GN & Hfop)	% of stage 1 complaints to properties
2021 / 2022	145	16	3	5,345	2.7%
2020 / 2021	100	11	1	5,287	1.9%
2019 / 2020	61	8	4	5,246	1.2%
2018 / 2019	81	7	4	5,244	1.5%
2017 / 2018	77	3	2	5,237	1.5%
2016 / 2017	64	2	0	5,265	1.2%
2015 / 2016	79	3	0	5,251	1.5%
2014 / 2015	91	7	1	5,286	1.7%
2013 / 2014	89	5	0	5,308	1.7%

Volume of Complaints

Complaints received during quarter, broken down by stage	Quarter 1 April – June	Quarter 2 July – September
Stage 1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	30	20
Stage 2 = Unresolved at stage 1 so investigation required by Head of Service	4	6
Stage 3 = Housing Ombudsman	0	0
Total	34	26

Volume by Service Area



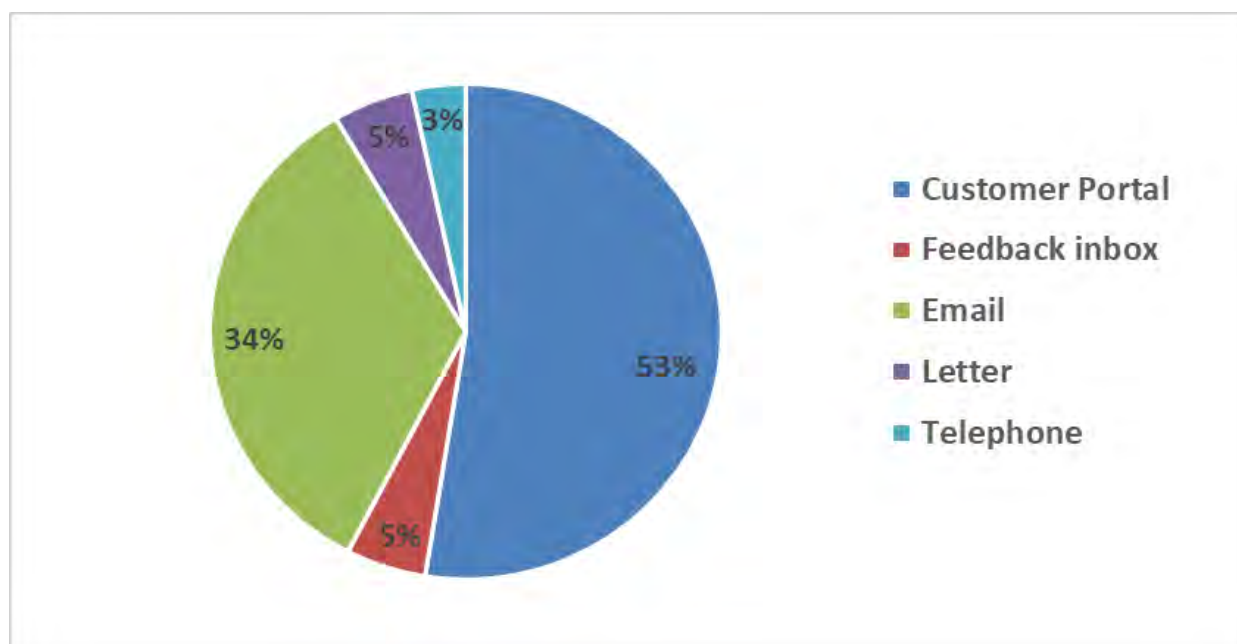
Complaints received falling within the SCDC Theme

Theme	Quarter 1 Total	%	Quarter 2 Total	%
Lack of communication	3	9%	1	4%
Failure to act	11	32%	7	27%
Service Delivery	2	6%	5	19%
Not understanding processes	2	6%	5	19%
Staff Conduct	7	21%	5	19%
Misinformation	0	0	0	0
Charges	2	6%	0	0
Other	7	21%	3	12%

Complaints received falling within the HouseMark Theme

Theme	Quarter1 Total	%	Quarter 2 Total	%
Allocations	1	3%	2	8%
ASB	2	6%	0	0
Estate Services	2	6%	2	8%
Rent & Services	1	3%	0	0
Repair & Maintenance	15	44%	14	54%
Staff & Customer Service	7	21%	6	23%
Tenancy Management	3	9%	0	0
Other	3	9%	2	8%

Method Complaints Received (Both quarters combined)



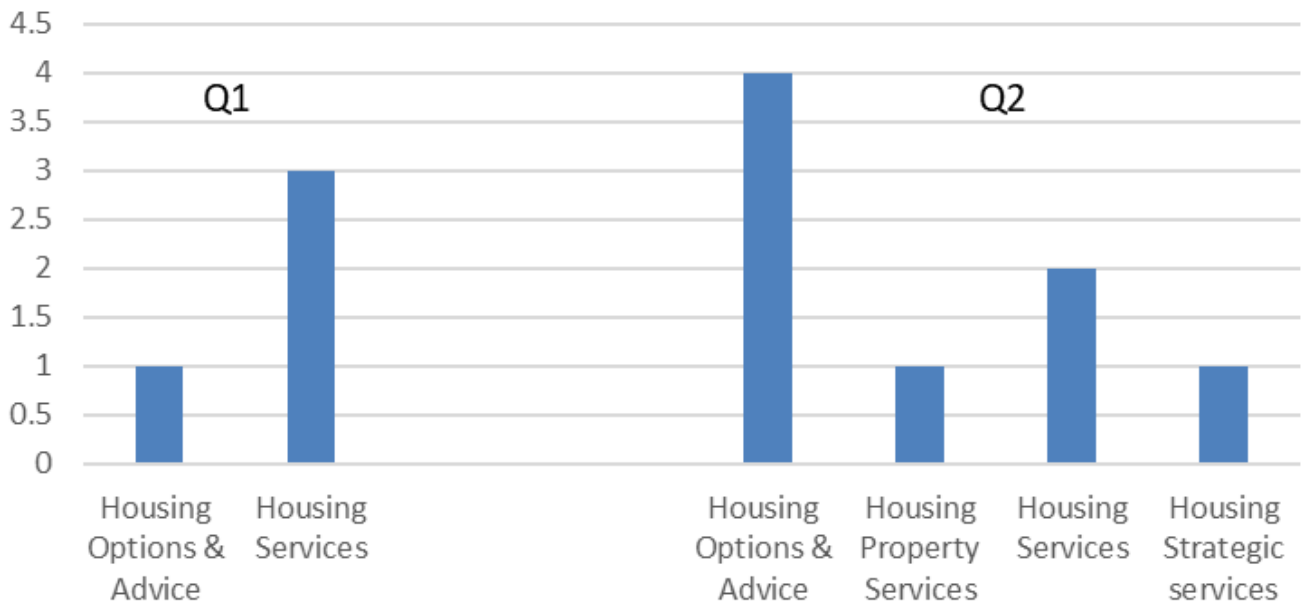
Complaints response times / targets

Response Times / Targets	Quarter 1	Quarter2
Number of complaint responses sent within quarter (Includes roll-over from previous quarters)	29	28
Number of complaint responses that were sent within target timescale (Includes stage 1 & stage2)	27	23
% of complaints responded within deadline (non – YTD includes stages 1 & 2) (SX121) (Target 80%)	93%	82%
How many upheld = closed in favour of complainant	17	12
Not upheld = closed not in favour of complainant	11	13
Partly upheld = closed partly in favour of complainant	1	3

Caseload

Number of open complaints at end of the quarter	3
Number of open complaints that have exceeded target timescale at the end of the quarter	2
Receipt date of oldest open complaint at end of quarter	05 September 2022
Number of days oldest complaint has been open for at end of quarter	63 days as at 07 November 2022

Compliments by Service Area combined total received = 12



Below are five compliments received: -

- *“Thank you so much for taking this forward - we are very grateful for your swift response. The reassurance offered by you and by the SCamb’s team is invaluable.”*
- *“I want to thank you for your kind and caring manner today”*
- *“The Mears men have done both the slabs and the fence panel. Amazing job and such lovely chaps. I am well chuffed.”*
- *“I can’t thank you enough for helping me to obtain the stair lift, I wish you could see how it has helped me. I am extremely grateful”*
- *“I also wanted to say another thanks to **** especially for helping me with everything, it’s been a tough year but I can finally see my children and myself having an fantastic life from now on, Thank you **** for all you’re help.”*

5.4 Estate Inspections Report

Summaries of the Estate Inspections held in August, September and October 2022 are included for noting.

Estate Inspection – Summaries – August 2022

Arrington and Croydon – 18 August 2022

The Sheltered Estate Officer joined us on the inspection in Arrington as there is sheltered housing on this estate.

Clifden Close, Arrington

Sheltered housing estate

- 5 issues raised, which have been actioned by the Sheltered Estate Officer (SEO), are as follows:
 - 1 is a bench outside the communal room which needs refurbishing.
The SEO advised that paint has been delivered to the resident who volunteered to refurbish the bench for SCDC.
 - 1 is a table and bench, also at the communal room site, which needs to be removed.
The SEO has confirmed that these items have been removed.
 - 1 is the footpath at the rear of bungalows which needs to be cleared of overgrown trees, weeds, etcetera, and will be reported to SP.
The SEO has confirmed that the overgrown trees, etcetera have been cleared.
 - 1 is that there are a number of uneven footpaths, which belong to SCDC, and have been reported to the Lands Surveyor.
 - 1 is an uneven footpath outside number 4, which does not belong to SCDC, and has been reported to CCC Highways.

Church End, Arrington

General needs housing estate

- 1 issue raised, of which:
 - Blocked drains which have been reported to CCC Highways.

High Street, Croydon

- 2 issues raised, of which:
 - 1 is that there is no line marking on the communal parking area and was reported to the Lands Surveyor. He has advised that this belongs to CCC Highways.
 - 1 is a non-SCDC resident who has a dropped kerb in front of an SCDC parking area. This has been reported to Planning and CCC Highways.

Ratings

The ratings are as follows:

Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
Arrington	Clifden Close	4	4	4	N / A	4	4
	Church End	4	3	4	N / A	4	4
Croydon	High Street	4	4	4	N / A	N / A	4

Estate Inspection – Summaries – September 2022

Cottenham – 13 September 2022

- 15 issues raised, of which:
 - 3 issues regarding garage areas to be queried with the Lands Surveyor
 - 1 issue is to query the conservation area with the Lands Surveyor to establish if benches can be placed there
 - 1 issue is a bench that needs attention as it is loose and the wood needs treating, and has been reported to Mears
 - 1 issue of a fence and post in a communal car park which needs to be replaced has been reported to Mears
 - 4 landscaping issues have been reported to SP Landscapes and quotes requested for work to be done
 - 3 issues relating to tenants gardens have been raised with the tenants
 - 1 issue is a caravan parked outside a garage. The tenant has been asked to remove it
 - 1 issue was tree cuttings outside a property, however, were removed the next day

Sawston – 22 September 2022

Evans Way

- 8 issues raised, of which:
 - 7 issues are tenants gardens which either need weed clearance or have overgrown gardens and hedges. Letters have been sent to the tenants to attend to these issues.
 - 1 landscaping issue, an overgrown pathway between 2 properties, has been reported to SP Landscapes and a quote requested.

Westmoor Avenue

- 4 issues raised, of which:
 - 3 issues are tenants gardens which 2 have rubbish in their gardens and another uses their front garden, without a dropped kerb, for parking. Letters have been sent to the tenants to attend to these issues.
 - There is a pathway behind some houses which has overgrown trees and hedges, and there is rubbish on the path. SP landscapes has been asked to quote and Mears has been requested to remove the rubbish.

Coles Lane

- 1 issues raised, of which:
 - The grass verges do not appear to have been cut for some time and should be on SP's grass cutting schedule. SP was emailed for confirmation of the dates and that they are being done regularly.

The Broadway

- 5 issues raised, of which:
 - 4 landscaping issues have been reported to SP Landscapes and quotes requested for work to be done.
 - 1 issue is of a manhole cover in a carpark with a brick top which is very loose and is a trip hazard has been reported to Operations.

Queens Way

- 1 issues raised, of which:
 - A resident had reported that there were potholes in the road at the T-junction, however, since the inspection has emailed on 30 September 2022 to advise that they had been filled in.

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
13 September	Cottenham	Coolidge Gardens	4	3	4	N / A	2	3
22 September	Sawston	Evans Way	3	3	3	3	3	3
		Westmoor Avenue	3	3	3	3	3	3
27 September	Oakington	Coles Lane	4	4	2	N / A	N / A	4
		The Broadway	4	4	4	N / A	3	3
		Queens Way	4	4	4	N / A	N / A	4

Estate Inspection – Summaries – October 2022

Barrington – 11 October 2022

- 16 issues raised, of which:
 - There are 5 landscaping issues, such as of grass cutting, rough cut areas, overhanging branches, etcetera which have been reported to SP Landscapes.
 - There is a bench on the communal grass area which needs refurbishing. The HSO has contacted the Parish Council to find out who owns the bench.
 - 2 issues have been reported to Operations; one relating to a raised drain which is a trip hazard and the other where the concrete is cracking in the parking areas, pathways and garage accesses.
 - 1 issue is the ownership of an electric box, in the rough cut area at the end of the garden of house number 32, which was raised with the Lands Surveyor. The HSO has confirmed that it supplies the pumping station.
 - There are a number of concrete paving slabs in the rough cut area behind house number 32 which the tenant has advised will be taken to the tip.
 - There are children's toys and a wooden crate at the back of 2 properties and letters have been sent to both tenants to arrange for these items to be removed.
 - Two private properties have garages erected at the back of their gardens which are accessed through an SCDC garage forecourt. The HSO has confirmed that permission was granted to the owners.
 - There is a telecom box which has been dislodged and the wires are exposed. This has been reported to BT.
 - Mears have been asked to attend to 2 issues which are; one is to fill in a hole in the grassed communal area and the other is to clear a raised grassed area of concrete boulders, etcetera in a parking area. Mears have advised that they will fill in the hole when they clear the parking area.
 - A letter has been sent to a private resident requesting the maintenance of a large tree which has overhanging branches over an SCDC parking area.

Litlington – 20 October 2022

Cancelled due to the bad weather. As diaries are already full, this inspection will be added to next year's schedule.

The Dale

Sheltered housing estate

- 6 issues raised, which have been sent to the Sheltered Estate Officer (SEO) to action, are as follows:
 - Guttering on the communal hall to be cleared
 - Moss to be cleared on the footpath leading to the communal hall
 - The fire exit communal doors are non-functional
 - Looking at re-using the land outside number 7
 - An untidy garden needs attention
 - There are 2 trees in front of the communal room that need looking at

Haddows Close

- 3 issues raised, of which:
 - There are 2 abandoned cars that need to be investigated
 - A letter will be sent to one tenant about an overgrown hedge covering half the pavement
 - The small grass area next to number 28 that needs cutting

Ratings

The ratings are as follows:

Date of inspection	Village	Street / Area	Litter	Weeds	Regular grass cutting	Roughly cut grass	Communal area shrubs	Tenant's gardens
11 October	Barrington	Malthouse Way	3	1	2	1	N / A	3
27 October	Longstanton	The Dale	4	4	3	N / A	3	3
		Haddow's Close	4	4	2	N / A	N / A	3

5.5 Update on the Repairs Contract

An update on the Repairs Contract is included for noting.

Repairs Contract 2022 Mears

November 2022

The Latest Update

INSIDE

KPI's

Initial KPI figures are looking good and within targets

Technology

The repairs Portal is now LIVE

Customer Satisfaction

Initial summary looks very good



Contract Update

Eddie Spicer

Here is an update on the Repairs Contract with Mears which went LIVE on the 3rd October 2022.

After months of work and dedication by everyone involved the new contract started on the 3rd October 2022, the first week went very well, although there were some minor teething issues there was no direct impact on the service delivery provided to our residents.

The initial figures returned so far on performance of the contract such as completions within target, first time fix and so on have been good, all within the targets set. This has been very encouraging for the way we are running the contract now and the dedication to it from the operatives.

There has been a higher-than-usual number of compliments or positive comments made from residents, reps and staff since the contract started which has been very good to hear.

There have been some delays with the technology side of the implementation of the Online Repairs Portal, this is a system where residents, staff, carers, relatives, etcetera can book repairs directly online and book the appointment that suits them.

This will enable repairs to be booked at any time 24 hours a day, although some may still wish to use the conventional telephone method, this will also have benefit to them by freeing up call center time to answer calls quicker and have more time to deal with them.

The portal can be found here:

[Repairs Postcode Picker \(activehousing.co.uk\)](https://scambs.activehousing.co.uk)

<https://scambs.activehousing.co.uk/repairs-postcode-picker/>

A single phone number is now in use, the old Heating Contract number is being removed on the 20th November 2022 so all repairs will now be dealt with on:

0800 085 1313

Structure and staffing

Staffing at Mears has now been completed in line with the commitment's made for the contract. Increasing the team by 10.

6 new operatives multi trade, deployed across the service

2 new contact center staff to take calls and plan works

1 new Business Support Manager – Jane Dobbs

1 new Customer Success Coordinator – Jade Slater

At South Cambs

We have recruited to our vacant surveyors post and they start at the end of November and 2 other posts which were operating on reduced hours are now back to full time.

We have also gained an experienced administrator via an internal transfer to fill a vacant post.

This collectively means we have a full team now on both sides of the contract, all committed to the best possible service delivery.

6. New Matters

6.1 New Repairs Contract – Performance Review Joint Working Group

An update on the Performance Review Joint Working Group is included for noting.



Repairs Contract Joint Working Group

The new resident involvement group we have set up is called the Repairs Contract Joint Working Group, this is made up of 3 members of each stakeholder, Residents, SCDC and Mears.

The purpose of the group is to work in collaboration and improve the service by monitoring the performance, constructive input on service delivery, supporting the service within the community, assisting with social value attached to the contract and being part of the process.

The group has already met to discuss purpose and terms of reference with the first active meeting due to be held on Friday the 2nd December 2022.

The residents involved are Patti Hall, Les Rolf and Paul Bowman.

Resident Involvement

Firstly, I would like to thank everyone who has been involved in the mobilization and transition to the new contract from the resident engagement team, to all those involved in the tendering, mobilization and now transition and future monitoring.

The resident involvement has been invaluable throughout this process, defined and considered challenges along the way which helped us to structure and develop the operational side amazingly.

The input and views have educated us in many ways too, understanding the thoughts and considerations put forward by the residents involved.

I intend for this to continue throughout the contract and potentially broaden across the service area.

The Future

The initial signs are very good, but we are always looking to improve and welcome feedback on the good and the bad. Things will go wrong from time to time but it's how we communicate them and resolve them that makes the difference. Please feedback to me on any comments, suggestions, or ideas you may have.

Please email me with any questions – eddie.spicer@scams.gov.uk



6.2 New Resident Involvement Team Leader

Interviews for the new Resident Involvement Team Leader role were held on 3 November 2022. The interview panel consisted of Peter Campbell, Julie Fletcher, Margaret Wilson, Les Rolfe and Paul Bowman.

The Chair to provide an update.

7. Any other Business (AOB)

Any additional issues to be raised.

8. Meeting Date for 2022 / 2023

- 2 March 2023

9. Closing